

Committee on Accessible Transportation Ad Hoc: Wayfinding

11/22/2022

Rose Quarter Transit Center

Attendees: Patricia Kepler, Jan Campbell, Malinda Carlson, Charlie Clark, Ryan Skelton, Kris Meagher, Andrew Kobus (and father, Robert), David Bouchard, Jeannine (apologies, I didn't catch last name)

Findings

Below is a list of findings from today's in-person walk through, suggestions for improvements, and any additional comments. This meeting was held at the TriMet Rose Quarter Transit Center and the surrounding area, while some references are specific to this location, others are applicable to transit stops and stations in general.

- The walk from the Rose Quarter Transit Center (RQTC) stop to the Moda center requires crossing four lanes of traffic and to separate large-open islands.
- **Walkway from RQTC:**
 - There is no delineation between the island stopping and the road beginning, making it hard for people with visual impairments to ascertain when they are safely out of the street.
 - The plaza is very large and has no tactile directions to help navigate the open space.
- **Walkway from RQTC:**
 - There are no audible tones for the push buttons for the pedestrian walk signal, neither to alert you where the button is located, nor to alert you when it is safe to cross.
- **Corner of Williams and Multnomah:**
 - No audible tones for crosswalk. Curb cuts are at an angle/grade that is hard to navigate instead of being of a more uniform height. There is no paint or textural difference between the sidewalk and street.

- **Max stop at RQTC:**
 - No way to tell where the Hop Fastpass reader is located (this is a consistent problem across the district at all platforms).
 - The only way to find the doors to a MAX train is by listening for them to open and close.
 - There is no way to tell which line train has arrived.
- **Wheeler Ave:**
 - There is no audible signal for the bus only lane on wheeler, making it challenging to know when is a safe time to cross.
 - The plaza is very large and has no tactile directions to help navigate the open space.
- **Interstate/Rose Quarter Stop for the MAX Yellow Line:**
 - Beacon for crosswalk to the platform needs to be louder, but there is a beacon!
 - The tactile strip covers the entirety of the walkway, which is very helpful in navigating when you are on the platform.
 - The street has raised paint on the crosswalk, making it easier to navigate across the street.
 - The tactile strips next to the MAX boarding is bright white, the contrast is very helpful.
 - One feature that the group liked was the fence on the non-boarding side of the platform.
- **Division FX platform** (comments raised by Andrew and his father separately):
 - For the signs that have the stop location and braille, it is better to have the words in high contrast colors, yellow letter on black background for example, rather than the black lettering on a gray background.
 - For bus stops, their preferred color tactile strips for pathway guidance would be yellow rather than white, due to their higher visibility in bad conditions such as heavy rain or snow.
 - The tactile guidance/navigation strips are a great addition, just want to caution from putting them to close to existing poles.

Overall Suggestions for Improved Wayfinding

- Audible tones for all crosswalk signals, both for navigating to the button to wait for the light, and for alerts on when it is safe to cross.
- More emphasis on tactile or high-contrast paint to differentiate the street from the sidewalk at crosswalks.
- Curb cuts that lead directly into the crosswalk as opposed to diagonally directly onto the street.
- For hop readers, having a beacon would be very helpful. Or some other tactile method that would help riders with visual impairments know where the reader is. Though there is some concern with having another tactile surface so close to the tactile strip along the MAX line, leading to confusion about which one is directing you to the reader and which one is alerting you to the MAX tracks.
- A beacon alerting you to where the Max door is, or having an audible voice playing from inside the train.
- Announcements at transit center prior to the train arriving letting passengers know the line color and final destination (this is currently happening at Center st).
- Raised paint at crosswalks or for general directional guidance.
- Tactile guidance arrows from the platform to other connecting bus stops or MAX platforms.
- Voice announcements letting passenger know the destination of the train.
- Physical descriptions of transit centers available on trimet.org so people can look up information before travelling.
- A general emphasis that there is no one-size fits all approach for wayfinding and that ultimately the most useful end-goal would be a combination of methods. For example wayfinding technology or tactile directional arrows helping to guide you through large open spaces and then braille and/or audio cues to help get you exactly where you need to go.